

CITY OF BURBANK

SOCIAL SERVICES SUPERVISOR

DEFINITION

Under direction, to develop, coordinate, implement, and conduct a variety of services and programs for seniors and the community at large; and perform related work as required.

ESSENTIAL FUNCTIONS

Plans, organizes, publicizes, coordinates, and conducts comprehensive volunteer and/or social services programs; develops and implements inter and intra agency procedures; performs individual personal assessments; writes grants, maintains records, submits fiscal documents, and prepares and files necessary reports; evaluates and assists seniors, disabled, and individuals in need; coordinates services and works with governmental programs and social service agencies to ensure implementation of comprehensive supportive services; develops and evaluates programs; interviews, assesses, trains, supervises and evaluates employees and volunteers; assists with staff meetings and conducts in-service training; establishes and maintains contacts and liaisons with outside agencies, including but not limited to administrators, licensed Social Workers, finance professionals, non-profit service providers, agencies that provide grants, and local businesses; prepares and presents written and oral reports; plans and conducts recognition and special events; enforces organizational policies and procedures; renders routine first aid when needed; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – policies and program requirements of outside agencies for referrals, including Federal, State, County, private, and non-profit organizations; principles of volunteer recruitment, placement, and administration; basic analytical techniques; leadership techniques.
- Skill in – word processing software.
- Ability to – evaluate and coordinate numerous social services, clients, and staff; motivate staff and volunteers; effectively evaluate and achieve programming and performance goals; assess community needs and achieve department goals; analyze trends and suggest program enhancements; communicate effectively both orally and in writing; demonstrate good judgment and decision-making skills; establish and maintain effective working relationships with supervisors, fellow employees, employees of other agencies, and the public.

Education/Training: Graduation from an accredited college or university with major work in Gerontology, Sociology or a closely related field and two years of paid leadership experience in a recreational or community services program. NOTE: Additional paid leadership experience may be substituted for the required education on a year-for-year basis, and a Master's Degree in Gerontology, Sociology or a closely related field may be substituted for one year of the required paid leadership experience.

License & Certificates: A valid California Class "C" Driver's License or equivalent at time of appointment. Valid Cardiopulmonary Resuscitation (CPR), Communicable Disease, and First Aid Certificates from authorized providers, as determined by the Management Services department, within six months of appointment.

SUPPLEMENTAL INFORMATION

Desirable Qualifications: Ability to communicate in a second language, as determined by the composition of the community served.